DOCUMENT RESUME

ED 414 949 IR 056 807

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TITLE Collaborative Technologies and Organizational Learning. Series in Information Technology Management.
ISBN ISBN-1-878289-39-X
PUB DATE 1997-00-00
NOTE 148p.
AVAILABLE FROM Idea Group Publishing, 1331 E. Chocolate Ave., Hershey, PA 17033-1117; 1-800-345-4332; URL: http://www.idea-group.com.
PUB TYPE Books (010) -- Reports - Evaluative (142)
EDRS PRICE Document Not Available from EDRS.
DESCRIPTORS Business Communication; Case Studies; Computer Software; Cooperation; Information Dissemination; *Information Technology; *Information Transfer; Metaphors; Microcomputers; *Organizational Communication; Productivity; *Shared Resources and Services
IDENTIFIERS Business Process Redesign; *Groupware; Lotus Notes; *Organizational Learning .

ABSTRACT

Organizational learning is a strong candidate to replace reengineering as the next intellectual bastion on the continuously twisting road to increased organizational productivity. However, there is a paucity of research on how transferring intellectual materials via groupware products fosters organizational learning. This book provides a first glance into the intellectual intersection between organizational learning and collaborative technologies. The book is divided into six chapters. Chapter 1--Introduction: Setting the Stage--defines terms, presents the purpose and significance of the study, and gives background on the case study. Chapter 2--Conceptual Linkages: An Analysis of the Organizational Learning, Collaborative Technology, and Intellectual Capital Literature--presents the results of a content analysis, discussion of theoretical bases, and critical analysis of the literature to determine commonalties or themes that run through the literature. Chapter 3--Case Study Design and Methodology--describes the naturalistic research approach, research methodologies, data analysis, and Delphi group. Chapter 4--Research Question and Propositions: "Zeroing In"--presents 8 research propositions that focus on information exchange, technology use, and learning. Chapter 5--Results and Findings: Insight Gained--describes the contextual setting and observations, introduction of Lotus Notes to students and faculty, findings, and presents a summary of the "top ten" practice prescriptions. Chapter 6--Conclusions and Implications: Where Do We Go From Here?--discusses building organizational learning understanding through metaphors and presents two descriptive scenarios. Includes an index. (Contains 175 references.) (SWC)

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